



SNAP 902-1 ISSUANCE EBT Card Return/Re-mail

Supersedes: SNAP 902-1 (05/19/17)

Reference: 7 CFR 274.12 (g)

Overview: A participating household may request a replacement of their Electronic Benefits Transfer (EBT) card. To replace an EBT card the participant must call Conduit Customer Service at 1-866-850-1556, and report the card as lost, stolen, or damaged.

NOTE: Once a participant has phoned Conduit Customer Service to report their EBT card as lost, stolen, or damaged, their existing card will be deactivated. At that time, the EBT card is no longer usable.

Montana EBT cards are mailed from Conduit. Undeliverable EBT cards are returned to the Conduit office in Kentucky and destroyed. If no forwarding address is known, the cards will be returned to Conduit and destroyed. SNAP benefits will remain in the account for 274 days before being expunged from the card (905-1).

NOTE: If there is an outstanding SNAP overpayment, any balance remaining on the Montana Access EBT account, up to the balance of the overpayment claim, will be applied toward the claim.

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